

BRIDPORT & WEST DORSET SPORTS TRUST LIMITED

MINUTES OF THE TRUSTEE'S GENERAL MEETING

HELD ON TUESDAY 19th March 2019

Present: Susanna Newall (SN), Alec Bailey (AB) Arthur Watson (AW), Malcolm Heaver (MH), Allan Staerck (AS) Chris Baker (CB), George Skellern (GS), Margery Hookings (MHK) and William Thrower (WT)

Apologies: Peter Brook (PB)

Non Attendees: John Wright (JW),

DECLARATION OF INTERESTS: None declared from agenda items.

MINUTES OF PREVIOUS MEETINGS- The minutes of the previous trustee meeting held on the 12th February 2019 were accepted and signed as a true record of the meeting.

MATTERS ARISING:

LIFT: 4th Quote received from Jackson Lifts for essential work on the lift. Checked by WT and MH and is the preferred contractor.

ACTION POINT: WT to instruct Jackson Lifts to complete required work.

SAFEGUARDING FOR TRUSTEES – All trustees are now required to undertake safeguarding training, on line course available the training would take 1 hour and the certificate is valid for one year. If training completed for another organisation the certificate is valid for any organisation.

ACTION POINT: WT to send link and log in details to Trustees.

NEW TRUSTEE RECRUITMENT- Clare Handford now elected as a trustee and paperwork completed. Nick Chandler has expressed an interest in becoming a trustee. Nick has a marketing and PR background application forms have been sent.

All other matters arising covered by the agenda.

MANAGER'S REPORT:

WDDC / Lease Negotiations / Budgets		
Progress	Who	When
Proposed Revenue Budget has been created and will be discussed at meeting.	Info	March '19
WT invited to speak at Bridport Town Council annual town meeting on the 26/03/19 @ 7.00pm.	Info	March '19

£8,000 leisure development grant obtained from WDDC to complete pump replacement works wetside. Works have now been completed - WT to reconcile and claim grant.	Info	Update
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Staffing / Training / Programming

Progress	Who	When
Open invite for all trustees to attend the Centre's 'all staff meetings' on: 03/04, 01/05, 05/06, 03/07 - 1.30pm to 3.00pm in the pavilion.	Info	Ongoing
WT submitted a proposal to Lucy Danes (Dorset CCG Programme Officer) 07/03 to discuss a funded Diabetes initiative here at the centre - please see attached:	Info	April '19
Autism (Tuesday PM) and Dementia (Thursday PM) are now underway. Article printed in the Bridport News	Info	Ongoing

Children's Activities

Progress	Who	When																
<table border="1"> <thead> <tr> <th></th> <th>Enrolled</th> <th>Max Capacity</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Swim School:</td> <td>539 (539)</td> <td>700</td> <td>77%</td> </tr> <tr> <td>Gym & Tramp:</td> <td>269 (277)</td> <td>343</td> <td>78%</td> </tr> <tr> <td>Racket Sports:</td> <td>20 (20)</td> <td>32</td> <td>63%</td> </tr> </tbody> </table>		Enrolled	Max Capacity	%	Swim School:	539 (539)	700	77%	Gym & Tramp:	269 (277)	343	78%	Racket Sports:	20 (20)	32	63%	fo	onthly
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February Half Term Analysis: Total Spaces Available - 124 Total Spaces Sold - 102 Occupancy - 82.25%	Info	Update																

Memberships

Progress	Who	When
1672 Adult Members (- 42 compared to February 2018) 136 Swim Members (+ 19 compared to February 2018)	Info	Monthly

Marketing / Outreach

Progress	Who	When
<u>Marketing - Focus</u> <ul style="list-style-type: none"> ▪ Continued update / presence on website, social media platforms, internally, publications. ▪ Update of internal signage to create a uniformed standard. 	NW / NP / KH	Ongoing

▪ Assisting with PR drive of Community Forum.		
Energy		
Progress	Who	When
Successful application to Low Carbon Dorset for sports hall and squash court lighting. 40% grant awarded - £5,210.60. UPDATE: WT has placed order for lights from Dextra (£10,246.34 exc. VAT) and met with installation contractor: Peter George Electrical. Installation date TBC, hopeful of an April '19 installation. WT and MH to liaise with Fowlers RE. Scissor Lift hire.	Info	Update
To Action: Quote to be obtained for the replacement of ageing / failing lights in the wetside changing rooms for LED panels.	Info	April '19

HRTC		
Progress	Who	When
To Action: WT to liaise with Club Pro's and hold an update meeting with them.	WT	March '19

Other Matters		
Progress	Who	When
<u>Vending / Shop & Retail</u>	Info	March '19
<ul style="list-style-type: none"> ▪ All branded vendors have now been removed from Reception - met with positive feedback from members. ▪ Hot drinks vendor has been removed, a new bean to cup with fresh milk machine to be installed in April '19. ▪ Range of fresh sandwiches, flapjacks and brownies are now being stocked. <p>No additional vendors required at this time.</p> <ul style="list-style-type: none"> ▪ New swim shop supplier (SRS Leisure) will be stocking their products with us from 1st April '19 - aimed more specifically at the Leisure market. 		
<u>Plant Room</u>	Info	Update
<ul style="list-style-type: none"> ▪ Cold water booster pumps in need of replacement - we are now running of 1 out of 3 pumps (the sole pump is also a refurbished unit). ▪ 1x Hot water system pump in need of replacement - this is a dual unit, with 1 pump running 24/7. <p>UPDATE: All works now completed and the plant is fully operational.</p>		
<u>IT Upgrade</u>		
Hardware to be purchased: Monday 18 th March - install date TBC.		

Key Performance Indicators (KPI's)

Indicator	QTR 1 Apr - Jun	QTR 2 Jul - Sep	QTR 3 Oct - Dec	QTR 4 Jan - Mar
Footfall (Individual Visits)	71,312	69,795	72,258	
Customer Comments (Total)	8	8	13	
Positive	3 (37.5%)	2 (25%)	2 (15.5%)	
Negative	3 (37.5%)	3 (37.5%)	4 (30.75%)	
Suggestion	2 (25%)	3 (37.5%)	7 (53.75%)	
Faults Reported (from Workflow Asset Management - WAM)	11	7	5	
Faults Rectified (from Workflow Asset Management - WAM)	6	5	7	
New Starters (Staff)	5 (6%*)	6 (7%*)	3 (3.5%*)	
Leavers (Staff)	3 (3.5%*)	3 (3.5%*)	1 (1.25%*)	
*Based on 86 members of staff on payroll				

WT reported that a deep clean of the changing rooms has now been completed and factored in quarterly.

ACTION POINT: WT to look into poolside lighting.

COFFEE BAR PROPOSAL: Submitted by Malcolm Heaver and circulated prior to the meeting.

Pop up coffee bar/ enclosure

Purpose of Report:

I have for a while thought that the reception area and the 1st floor connecting corridor was space not being used to maximum effect.
Seeing the reception floor area as it now is makes me think we are missing a trick here.

Recommendation – The Ask

Rather than spending a lot of money, I am proposing that we purchase a pop up cafe barrier system, with the pvc Barriers carrying on one side the centres logo. Purchase say three 600mm circular tables, chairs, baby chairs and say 4 high stools for the area to the left of the new fridge.
On the high level corridor, build a high level counter to create additional space for parents waiting for their children. This area would need high backed stools as well. Power points with USB ports would be good in both areas.
If the reception floor is required, simply pack it away until the area is free again.

Background/ History

All of the trustees, management and members of staff recognize the need to keep users and visitors in the centre. Currently in reception all we have is a couple of chairs and a table but little else, not very welcoming at all. With being aware that we need to increase income I believe that if we provide a warm comfortable space, people will stay on site for coffee, sandwiches and snacks rather than go to Morrisons or Groves. We could even place a couple of daily tabloids around to help. Also a great opportunity to encourage awareness of what we are trying to do here.

Proposed Solution I have been carrying out some research to try and cost what we may need. The 3000mm x 4500mm Barriers vary from £644-52 + vat to £1,259-55 + vat. Each table £ 47-98, 4 x Bolero Ash Chair £ 122-95, 2 x baby Chairs £ 59-96
4 x Bolero Bistro High backed stools £ 99-98 all + vat.
The enclosure would have chrome posts.

Alternatives- We have tried In the past to utilize the pool side area, but it too hot, noisy and not conducive with trying to chat and relax. Obviously our long term goal is too build a dedicated coffee bar to the left of the entrance atrium, but until we can secure our financial future, I consider that this proposal is worth trying, if it fails, we lose around £1500, but at least we tried, and the equipment would not be redundant. A background cheap heater will probably we required and I would recommend that the manual doors be locked to minimize draughts.

MH proposed that a pop up coffee bar be provided as per the above proposal seconded by GS.

Agreed unanimously.

MH and MHK left the meeting at this point.

COMMUNITY FORUM (CF):

Additional CF meeting held on the 27th February at 7pm and working party formed. Additional 2 meetings held by working party had identified the need for a PR campaign to positively promote the centre raising awareness prior to campaigning against the council. The need to identify someone to lead this campaign effectively needed to be addressed. The current PR and marketing staff do not have sufficient resource to undertake this task and it was agreed to engage if possible with Peter Wyrill.

Oliver Letwin visit to the centre arranged for the 4th May and councillors standing for election to be invited to the centre on the 14th April. To be organised by John Wright.

ACTION POINTS-

WT to contact Peter Wyrill.

WT to liaise with JW.

AGENDA ITEMS FOR NEXT MEETING

1. Electric vehicle charging point (SN)

Meeting closed at 1954

Minutes subject to approval